

Estates North Best Value Group

Annual Report 2015-16



Tony Gent, Facilitator
Telephone: 01245 544600
Fax: 01245 544610
Email: tony57gent@btinternet.com
www.npag.org.uk



Cert No: 9210

MISSION STATEMENT

To provide a national forum for pier group managers to meet, network, compare and review services to seek continuous improvement in terms of quality, performance and value for money. To openly and honestly share information, best practice and service innovation with members.

INTRODUCTION

The Estates North Best Value Group is one of many Best Value Groups organised by the National Performance Advisory Group (NPAG). The group was established in 2015 in response to Northern NHS Trust colleagues who would find it much easier to attend meetings in a northern venue as opposed to a central London venue. All meetings have been held at The Source Meadowhall just off junction 34 M1 and are easily accessible via the rail network. The agenda for each meeting along with any benchmarking exercises are decided by the members. The group comprised of representatives from Acute Trusts, Mental Health Trusts, Community Trusts and NHS Property Services Ltd. There are a round of 4 meetings that are held in October, January, April and July.

The NHS is going through a period of change with increasing demand on services and rising patient expectations as well as being subject to increasing regulatory inspections by CQC, Monitor and other statutory bodies. Headline news of failing Trusts and Trust merges make the environment ever more challenging. All this can have a negative effect on staff morale at a time when we are expecting them to take on new methods of working to increase service efficiency.

Estates operational managers need to take the opportunity to work much more collaboratively with other colleagues across the NHS sector as well as looking at how the private sector deliver similar services with the aim of sharing information and adopting best practice. It is equally important to learn from initiatives that work as well as those that did not deliver the savings or efficiencies as expected.

The meetings give members the opportunity to share experiences and to look at how services are provided in a more effective and efficient way whilst meeting challenging cost improvement programmes and commissioners increasing expectations.

Estates professionals are acutely aware of the need to have a clean safe environment that is fit for purpose and meets all statutory compliance which ensures clinical activities and patient safety is not compromised. Members also recognise that resources have to be managed as effectively and efficiently as possible whilst continuously improving the quality of services it provides. There is a need for Estates managers to demonstrate they are providing an efficient and value for money service. This can only be demonstrated by measuring and managing performance, benchmarking, adopting best practice and learning from others. Having evidence is key to being able to provide Trust Board Assurance that statutory and mandatory requirements are being met.

The Group's Facilitator would like to take this opportunity to thank the groups Chair Ray Merrin and Vice Chair Cliff Howell for their chairmanship over the last year along with members for the energy they bring to the meetings and their continued honesty, openness, enthusiasm and participation at the meetings.

Tony Gent, NPAG Estates North Best Value Group Facilitator

CHAIRS VIEW

The 2015/16 round of meetings for the Estates North BVG have been well attended with all members reporting benefits of being part of the group. The meeting format is structured yet informal which encourages participation of all members into discussions on a variety of initiatives, member concerns and other related topics.

Each meeting is supplemented by a technical presentation on a key subject area which adds further value for members.

The members are considering a joint meeting with colleagues from the Estates South group as part of the next round of meetings with the possibility of it being held in Birmingham, close to road and rail links. This will add further value for members by increasing their professional network with the added benefit of being able to attract speakers and key decision makers from the DOH to present.

Some excellent technical presentations based on topical issues faced by the members have been well received this round. These have generated some very productive discussions amongst the group, including user perspective on particular products and services and lessons learned.

All members are aware of the need to continuously meet challenging cost improvement programmes whilst maintaining and improving quality of services with rising patient and commissioner expectations. This can only be achieved by working together to solve issues and adopting best practice, learning the lessons and sharing information openly and honestly.

Premises Assurance, Productivity and Efficiency (PEP), ERIC and the importance of having accurate information which ties in with the Carter Report recommendations are areas expected to be focussed on in the next round of meetings.

During my role as chair, my aim has been to promote the sharing of good practice and creating an open and sharing network of “like minded” individuals to create a synergy amongst members.

I would encourage and welcome new members to this year’s round of meetings where you will find members who are willing to learn and share their experiences for the benefit of all. You can expect to receive a warm welcome. The support, knowledge, networking and advice you will receive will be invaluable in preparing you for the challenges ahead. I would like to thank all the members for their support, input and contributions into the meetings which have made my role as chair thoroughly enjoyable.

Ray Merrin, Estates North Best Value Group Chair

MEETING VENUES

This year’s meetings were held at The Source, Meadowhall, Sheffield just off junction 34 M1 and a short walking distance from Meadowhall train station.

DISSEMINATION OF NPTMG INFORMATION

All presentation slides, notes and tabled documents are made freely available to Group members. The NPAG *Network* Manager maintains a library and register of all documents/papers for distribution upon request. These are also made available to members of other NPAG Benchmarking Clubs, with the agreement of the originator.

NETWORKING

The Facilities North Best Value Group meetings continued to provide the opportunity for face to face meetings and build strong network links to allow members to contact each other with any concerns or queries outside of the formal meetings.

WORKING TOGETHER

We all have challenges and conflicting priorities in the work environment. By working together to discuss and solve common issues we create synergy.

Testimonials from members:

“It is so reassuring to know that we all have similar issues at our organisations. The group allows a degree of measurement as to how I feel we are performing in my own Trust.”

“A group of fellow professionals willing to share experience and lessons learned. You leave the meeting much better informed and a sense of where you are in areas of innovation and compliance.”

KEY HIGHLIGHTS 2015/2016: PRESENTATIONS

CQC, PAM AND YOU

Robert Nettleton, Independent Consultant and trained CQC Inspector, specialising in Estates and Soft FM, gave an interesting presentation around the type of evidence and controls he would expect to be in place if he were to carry out a CQC inspection. He also talked about how future inspections could link into PAM information.

Key points:

- Purpose and role of the Care Quality Commission (CQC).
- Outcomes 5 to 8 are Estates related that members should focus on.
- Importance of up to date record keeping with ease of retrieval.
- Policies and procedures in place, updated and evidence they are being complied with.
- Focus on statutory compliance. Be aware of any shortfalls and have action plan in place to improve.
- Any areas of concerns raised and on Trust risk register.
- Premises Assurance Model (PAM). Framework for compliance and evidence of compliance for EFM.
- Recognised and used by CQC in inspections and assessments.
- A planning tool to achieve compliance, identify gap analysis and identify action plan.

COMPLIANCE IN THE PUBLIC SECTOR C365 CLOUD ASSURANCE TOOL

Heather Wood, Senior Account Manager and Andrew (from a user perspective) gave an interesting presentation around the C365 cloud Total Compliance Management system. C365 cloud is a secure online compliance management system that helps organisations to audit, manage and improve their statutory compliance, Health & Safety and ppm legislative obligations, in one secure location for authorised personnel and third party user access. C365 cloud have clients across NHS Trusts, Pub Chain operators, Public Sector, Registered social landlords, retail provider, TFM providers, Health & Safety Consultancies and Universities and Academies.

Key points:

- Allows a centralised location for all documentation regarding compliance.
- Assess the risks and mitigate.
- Establish policies, procedures and controls.
- Assign roles and responsibilities and accountability.
- Perform due diligence.
- Importance of training and communication.
- Audit, monitor and report exceptions.
- Investigate issues and prevent offences.

NHS PREMISES ASSURANCE MODEL 2016

Tony Gent group facilitator shared with members a presentation he had recently attended at the Estates South Best Value group.

Key points:

- Latest iteration launched 29 January 2016. Reflects move to NHS Constitution Right: You have the right to be cared for in a clean, safe, secure environment.
- Amended to reflect Productivity and Efficiency Programme (PEP).
- One main recommendation and four sub- recommendations relating to Estates & Facilities.
- NHS PAM metrics replaced by PEP dashboards.
- Completing a NHS PAM assessment provides ideal preparation for a CQC inspection.
- NHS PAM model generally contains a greater level of detail than the fundamental standards and CQC guidance.
- Non – Acute dashboards being developed. Working group to be reformed to oversee changes to SAQs.

NHS NORTH FRAMEWORKS OVERVIEW

Alison Petrie, Procurement Specialist from North of England Commercial Procurement Collaborative delivered an interesting presentation on the pros and cons of framework agreements. This generated discussion amongst members of their varying experiences when using the agreements.

Key Points:

- The public sector procurement is subject to a legal framework which encourages free and open competition.
- Explanation – What are Framework Agreements.
- Considerations when using Framework Agreements.
- Benefits of Frameworks.
- Further competition exercises under Frameworks.
- NHS Framework sources.
- Details of current Frameworks available. NOE & CPC.

DATES AND MEETING VENUES FOR 2016/2017

The following dates and venue are planned for 2016 / 2017:

- Wednesday 19th October 2016
- Wednesday 25th January 2017
- Wednesday 19th April 2017
- Wednesday 19th July 2017

NPAG DEVELOPMENTS

CPD Certification

The NPAG is a member of the CPD Certification Service. The Estates North Best Value Group has received CPD approval for 2016.

CPD Certification is a formal recognition of the contribution that membership of the Estates North Best Value Group makes to members' continued professional/personal development.

At the end of the annual round of meetings, members will receive certificates of attendance for all meetings attended during the year to evidence the contribution made as part of lifelong learning.

NPAG NetWork

The NPAG NetWork provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership. Questions can be sent to the NetWork Facilitator who disseminates them across the NPAG membership. Responses are collated and returned to the originator and others who declare an interest in the question asked.

NPAG Library

The NPAG Library holds presentations from NPAG best value groups and conferences, together with policy and other documents sent in by members. Access to these items is via the NPAG NetWork Facilitator.

NPAG Website

The NPAG website includes a private members Area for each of the NPAG BVGs. Through these sites, BVG members can access and download meeting agendas, minutes, presentations and survey forms. The areas are password protected.

MEMBERS REFERRAL SCHEME AND DISCOUNTS

Members Referral Fee – Introduce a friend and get 1 meeting for free.

A member referral resulting in another Trust / Organisation registering for full membership of the same group will result in the referring member qualifying for a one meeting discount*

The discount applies to the full membership fee only (not applicable to the 2nd member rate). The discount will be applied once, at the start of the current meeting round. Mid round membership referral discounts will be processed at the start of the following year's membership round.

Multiple referrals will result in multiple discounts up to four referrals per meeting round.

**Equivalent to £146.25.*

Second Club Membership - A 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £245 second member rate.

Introducing our **Try Before You Buy** option. Simply attend the first meeting of a group's new round, see what it's all about and if you decide it's not for you walk away commitment free*.

**Try before you buy option is available to new members only. New members must inform NPAG in writing that they wish to 'try before they buy' prior to first meeting attendance. If the new member continues membership beyond the first meeting then the full group membership fee applies.*

NPAG Benchmarking & Best Value Groups

The NPAG organises and facilitates a national network of Best Value Groups that enables members to share experience, identify good practice; innovation and information to assist individual managers develop their own service improvement action plans.

Clinical Engineering (North) BVG	NHS Car Parking and Travel Planning Network
Clinical Engineering (South) BVG	NHS Sustainability Leads Network
Estates Services (North) BVG	NHS Transport and Logistics BVG
Estates Services (South) BVG	Nursing and Temporary Staffing BVG
Facilities (North) BVG	Operating Theatres BM Group
Facilities (South) BVG	Project and Programme Management Group
Health, Safety and Risk Management Network	Resilience Development Network
Health Visiting and School Health Services DN	<i>Coming 2016</i> Security Services Group
IT and Connectivity Network	Sterile Services BVG
National District Nurses Network	Waste Management BVG

For further information on the NPAG and our future activities, please contact Marie Cherry, Gemma Aitchison or Victoria Combes by telephone on 01245 544 600, or by e-mail on:

marie.cherry@npag.eastamb.nhs.uk

gemma.aitchison@npag.eastamb.nhs.uk

victoria.combes@npag.eastamb.nhs.uk

Some Group Testimonials...

"I found the NPAG group very worthwhile, informative and a good place to share good practice. The speakers were excellent and it was extremely well run."

Susan McCarthy, Head of Temporary Staffing, North Essex Partnership Foundation Trust (Mental Health), member of the Nursing & Temporary Staffing BVG 2015-16

"I attended the inaugural NPAG NHS Parking and travel planning network in September 2016, we have met 3 times. I find the meetings very helpful and a great network to discuss the numerous problems we all have, learning the various good practices. I specifically find requesting information, the responses are so valuable and they all come in one easy to read table, a great learning curve and an essential tool in decision making."

Tom Hughes, Operations Manager – Property and Transport Management, University College London Hospitals NHS Foundation Trust, member of the NHS Car Parking & Travel Planning Network, 2016

NPAG NetWork

Available to all members of NPAG Benchmarking and Best Value Groups, and individual subscribers, the **NPAGNetWork** provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership.

The response to questions raised has been excellent. The **NPAGNetWork** provides a managed forum for colleagues to share information - saving time and money in not re-inventing the wheel!

Questions raised in the past month have included the following topics:

- ❖ Pathology waste policy
- ❖ Facilities audit tool tools
- ❖ Decontamination of portable medical equipment
- ❖ Ward hairdressers
- ❖ Laundering Heat Labile items
- ❖ Fleet vehicle insurance
- ❖ Use of latex gloves
- ❖ Use of chute system for waste disposal



Thank you all who have responded!

For full details of how to use the **NPAGNetWork**, please contact the NPAG team on 01245 544600 or email: npagnetwork@npag.east.amb.nhs.uk

Forthcoming NPAG Events

Please visit www.npag.org.uk for all our current course, workshops, training & BVG meetings.

Phone: 01245 544600 / email gemma.aitchison@npag.eastamb.nhs.uk, marie.cherry@npag.eastamb.nhs.uk or victoria.combes@npag.eastamb.nhs.uk

Autumn 2016 – Occupational Health & Safety Modules

Contact Gemma for further information.

Putting the Patient First – Customer Care and Communication Skills in the NHS Training Onsite Workshop

A one day workshop for NHS professionals, reinforcing customer care best practice so that patients receive the best possible experience through our people, always Putting the Patient First:

- Understanding the impact of your own behaviour on others
- How to handle challenging situations and people
- Effective communication techniques
- Understanding and managing patient expectations
- Identifying how and why perceptions are formed
- Proactive versus reactive behaviour
- Demonstrating a positive attitude
- Taking ownership

Contact Marie for further information.

13th September 2016 - Clinical Engineering Conference

Contact Gemma for further information.

7th December 2016 – Culture Change: Being the Change You Want to See Conference

Contact Marie for further details

8th March 2017 – Theatres, Sterile Services and Decontamination Conference

Contact Marie for further information.

REGISTRATION FORM

National Performance Advisory Group

Estates North Best Value Group 2016-2017

ORGANISATION	
ADDRESS	

Type of organisation: NHS Social Enterprise Other

PHONE NO. FAX NO.

Member 1 for a £585 fee (4 meetings) Member 2 for an additional £245

NAME		
POSITION		
EMAIL		
SPECIAL REQUIREMENTS (Dietary/Access)		

Reservations

Please send completed booking form to:
 (Photocopies acceptable)
National Performance Advisory Group
87 Coval Lane
Chelmsford
Essex, CM1 1TQ
 Tel: 01245 544600
 Fax: 01245 544610
 Email: marie.cherry@npag.eastamb.nhs.uk
www.npag.org.uk

Invoicing

If the invoice address is different from that above please enter address below

BOOKING CONDITIONS:

A VAT invoice will be issued. VAT Registration No. 654 9195 01. VAT applies to any NHS organisation outside England and to any non-NHS organisation.

Payment is due on receipt of invoice. DO NOT send payment in advance of receipt of invoice. When invoice is received, payment should be made to 'East of England Ambulance Service NHS Trust.'

ALL cancellations must be in writing. Cancellations received up to 2 weeks before the date of the first meeting will receive a full refund less an administration charge of £100. After this date refunds cannot be made. A substitute is acceptable. NPAG cannot be held responsible for any travel expenses or accommodation costs in the event of a cancellation or postponement of a meeting, workshop or an event.

A 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £245 second member rate.

I confirm that I have read and accept the above BOOKING CONDITIONS and would like to register as a member of the 'Estates North Best Value Group 2016-17'. Please invoice me for payment.

Authorisation Signature Your Order Number.....

